

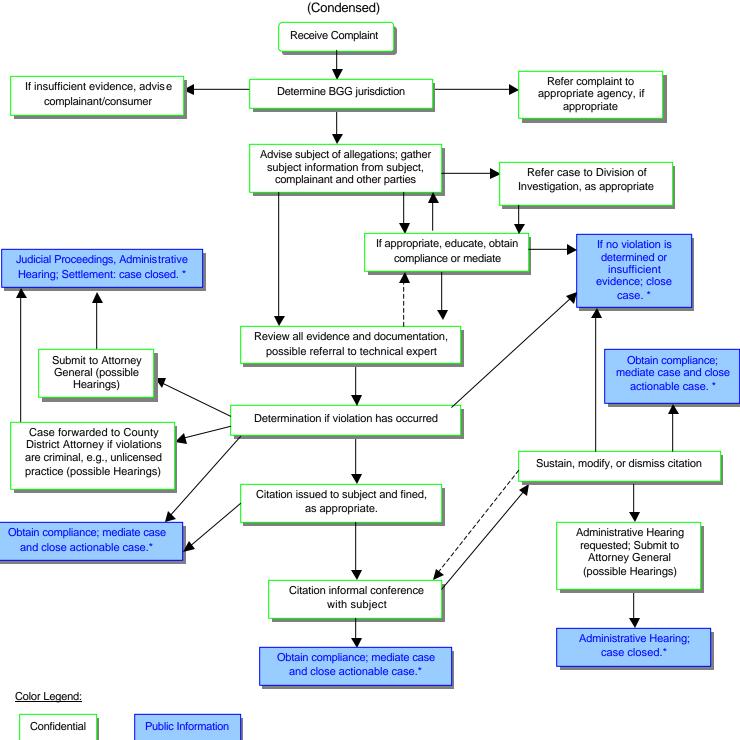
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Enforcement Process Chart



Notes: Investigation of a complaint is often a lengthy process. Cases submitted to the Division of Investigation or a technical expert may require additional time to complete. Many complaints can be dealt with at the start enforcement process prior to commencing a formal disciplinary action. In other circumstances, in order not to compromise an investigation, the opportunity to respond to allegations may occur at a formal level during the initiation of a formal disciplinary action (i.e., citation or formal hearing pending an accusation). All closed, actionable complaint cases are disclosed in various public forums such as the Internet and Board newsletters in compliance with Board's Complaint Disclosure Policy.